



CCM Case Study: Pepco Holdings, Inc. (PHI) Improves Customer Billing and Speeds Invoice Divert Processing

**Pitney Bowes Group 1 Software
2008 User Conference**

**Presenter:
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About Pepco Holdings, Inc.

- One of the largest energy delivery companies in the Mid-Atlantic region
- Delivering electricity to 1.9 million customers in four jurisdictions through three subsidiaries
 - Pepco - District of Columbia & Maryland
 - Delmarva Power – Delaware & Maryland
 - Atlantic City Electric – Southern New Jersey
- Delmarva Power also provides natural gas service to 120,000 customers in northern Delaware



Presentation Overview

- Business Challenges
- e-Bill Solution Requirements
- Vendor Selection
- e-Bill Solution
- Diverted Bills and OpenEDMS
- Benefits



Business Challenges

- Two different legacy Customer Information Systems (CIS)
- Different work process and regulatory requirements across jurisdictions
- Need for a new single EBPP solution to service all brands and customers
- Slow manual divert processing system and high costs associated with bill reprints and corrections
- High storage costs and need to improve electronic document capabilities for customers and Customer Service Representatives (CSR)
- Different brand identities and legacy bill formats



New Solution Requirements

Our general requirements for a new e-billing solution were:

- Access through our single sign-on
- Ability to archive and display bills and letters to customers and CSR's
- Electronic ability to track, modify and release bills that are diverted for review
- Send out email notifications when bills are ready
- Bill payment processing
- Ability to interact with Banking Systems
- Ability to interact with IVR for payment processing
- One System and One Process for all jurisdictions and brands



“The Power of One”





Vendor Selection

Why PHI Selected Pitney Bowes Group 1's e2™ Suite:

- PHI hosted with redundant auto-failover capabilities
- Licensing structure based on image load volume not users
- Ease of integration - PHI was already a DOC1, Code1 and Finalist customer
- Integrated solution for document presentment, payment and electronic notification
- Low cost payment processing
- Out of the box functionality
- Electronic process for diverted bills



e-Bill Solution

Electronic Bill Presentment (2008)

- Ability to view multiple accounts under same sign-on
- Ability for customer to view up to 13 months of bills
- Ability for CSR's to view 7 years of bills
- Ability to present bill images in a print friendly format (PDF)
- Ability to brand bills and document with company logo
- Provide link from bill image to any associated bill insert images



e-Bill Solution

Customer Bill Payment (2008)

- Customer payment processing screen that includes balance due and last payment information
- Ability for customers to store and select from multiple banking accounts as payment methods
- Provide CSR's a payment processing screen
- Provide ability for authorized employees to check/modify customer payment
- Block certain accounts from making payments
- Provide tracking of returned payments



e-Bill Solution

Email and Paperless Billing (2008)

- Ability for customers to register for email notifications to inform when bill is ready
- Email to include balance due, due date and ability to pay from link within email
- Ability for customer to register for paperless billing
- Provide email notifications to inform of changes to customers online billing profile:
 - Addition or change of a payment method
 - Cancelled payment
 - Change in scheduled payment
 - Change in paperless status

Proposed e-Bill Landing Page



PHI EBPP: Customer Navigation Wireframes mybillsummary 3 of 56

Welcome to Pepco >
Your Home ▾
Your Business >

Service Requests
Billing & Payments
Choices & Rates
Emergency Preparedness
Safety & Conservation

▾ Billing & Payments

- My Bill Summary
- My Bills
- My Account Details
- My Payment Methods

> FAQ's

> Energy know How Solutions

> Billing Questions

My Bill Summary

Latest Billing Information

Account Number [View Bill](#) [Pay Bill](#)

Billing Period From: **Billing Period To:**
MMM dd, yyyy MMM dd, yyyy

Please Pay By: **Billed Amount as of MMM dd, yyyy**
MMM dd, yyyy \$999,999.99

Billing Inserts

- [DC Choice](#)
- [DC Clean Power](#)
- [DC Residential Rates](#)
- [More...](#)

Payment History

Payment Date	Payment Amount	Account Number	Payment Type	Status
MM/dd/yyyy	\$999,999.99	03621279999	Internet - AutoPay	Pending
MM/dd/yyyy	\$999,999.99	03621279999	Internet	Paid
MM/dd/yyyy	\$999,999.99	03621279999	Offline	Paid

[More...](#)



e-Bill Solution

Consolidated Biller (2009)

Ability to interface with Electronic Billing Information Delivery Service (EBIDS) via banking systems Automated Clearing House (ACH) network

- Customer enrolls for eBill via their bank's internet site
- ACH network acts as switch and interfaces with PHI's network and e2™
- Billing information & link to bill image is available at bank
- Customer initiates payment from their bank
- PHI's CIS system is automatically updated with payment information



e-Bill Solution

Interactive Voice Response (IVR) (2009)

Ability to interface with IVR to process payments

- Customer calls PHI's voice activated automated telephone system
- "Pay My Bill" menu and voice commands will communicate and interact with e2™
- ACH Payment will be stored and processed in e2™
- CIS system is automatically updated with payment information



Diverted Bills

- Pitney Bowes Group 1's OpenEDMS
 - OpenEDMS will be used to automate and refine our multi-stage bill divert process
 - Web-based solution
 - Automatic routing based on journal file data
 - Easy creation of workflows
 - Bill editing and edit tracking
 - Tracking of bill status within workflow
 - Productivity reporting
 - Expedited delivery of bill to customers



Diverted Bills

How it works?

- Diverted bill is sent from DOC1 to an archive queue rather than print
- OpenEDMS routes the bill from the archive queue and pushes the documents to specific workflow
- Billing Representatives are assigned to specific workflows
- Billing Representatives review bills in their assigned workflows and can approve and release the bill without change or make any required changes
- Approved bills get sent to print and internet
- All bill changes are captured and available for employee view and comparison to the original bill



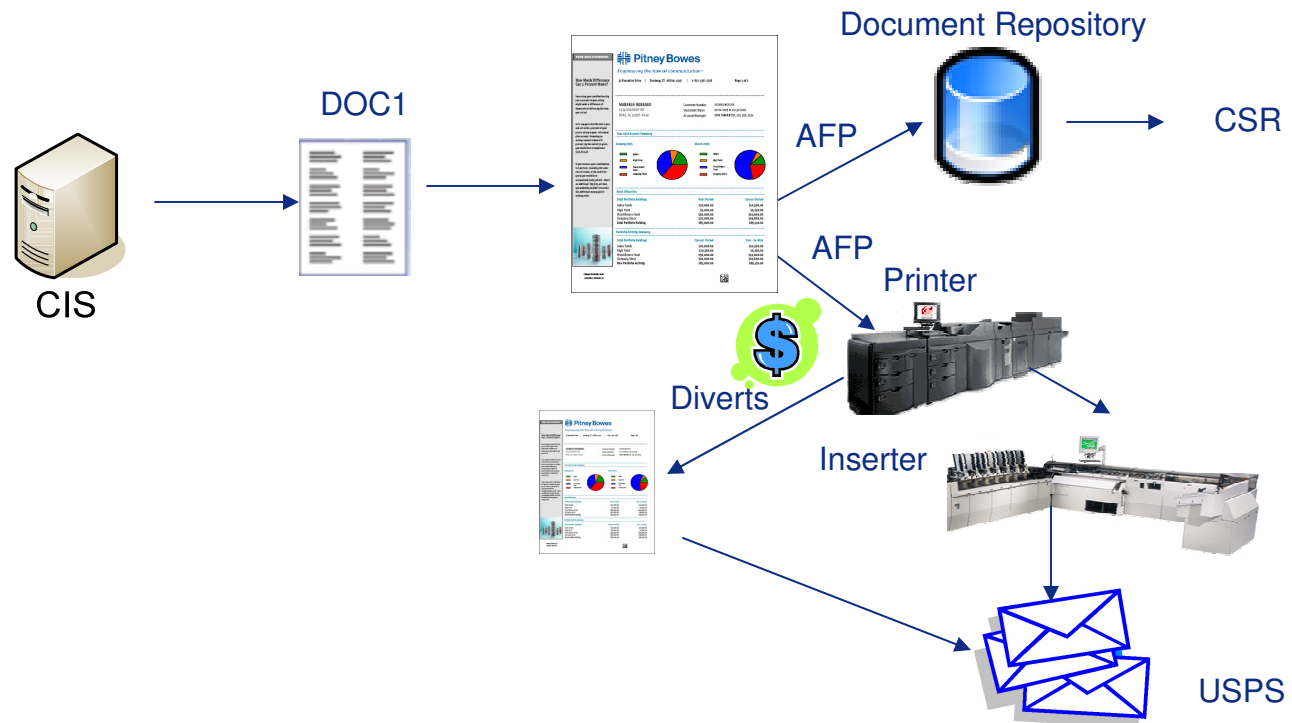
Diverted Bills

Results:

- Elimination of printing, transporting, sorting and distributing of paper bills for review
- Electronic review process allows for:
 - Bill is automatically routed for review
 - Bill status tracking
 - Resolution of all bills is captured in system
 - Ability to compare bill changes to original bill
 - Faster turnaround for bill review
 - Customers only see approved bills

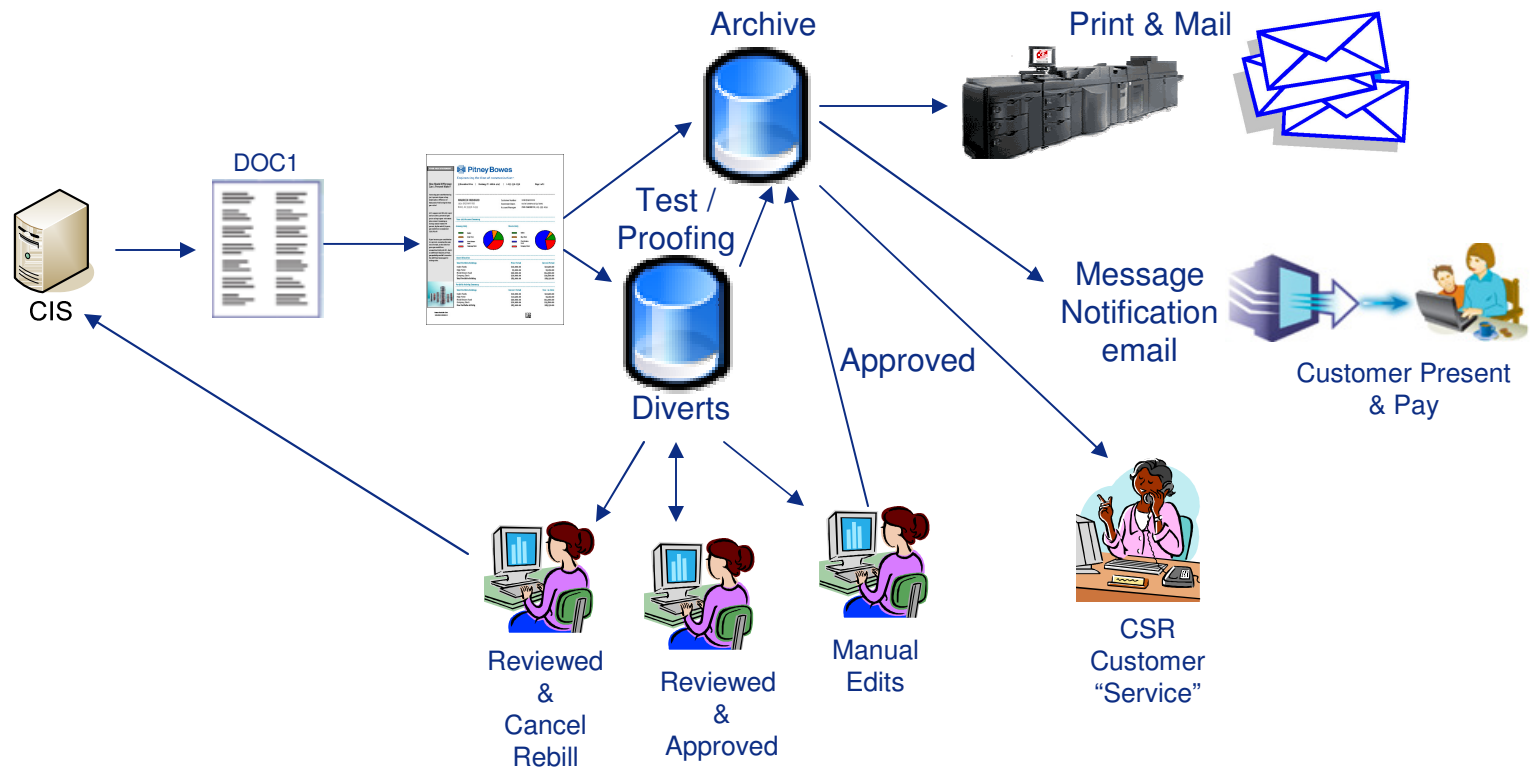


Current Divert Processing





New Divert Processing





Solution Benefits

- Increased adoption of e-Billing
- Increased customer satisfaction
- Improved, strong and consistent branding
- Reduce printing costs
- Reduced diverted bill processing time and costs
- Reduce number of process and vendors
- Streamlined PHI operations



Questions?

Thank you

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